OpenHand™ User Guide Symbian UIQ (Sony Ericsson P800/P900/P910i)

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1. GETTING STARTED

1.1 Overview

Welcome to OpenHand.

OpenHand allows you to connect to your network remotely via a Sony Ericsson P800/P900/P910i, laptop or other mobile device, to access and update your email, calendar, contacts and tasks. OpenHand gives you the option of working in real-time, or download selected information to your device and work offline.

If you choose to work in real-time, the information is not stored on the mobile device – it is held only on your organisation's server. This means there is no risk to your information if your device is lost or stolen, and that the information is updated in real-time on your servers.

Alternatively, OpenHand allows you to store selected emails, calendar items, contacts and tasks locally on the device. These files can then be accessed and edited when you are offline (they are also accessible when working online), and can be uploaded when you next connect. E-mails composed off-line are kept in the Local Drafts folder and can be sent automatically when next connected. Unlike synchronisation, which transfers all files, OpenHand allows you to save only the required files.

OpenHand encrypts locally saved emails, contacts, calendar entries and tasks using AES (128bit). The encrypted client is unlocked using a local password. Although OpenHand encrypts emails and files over the air it does ***not*** encrypt attachments on the device itself. Third party applications are available that will encrypt the file structure of a Symbian UIQ handset.

This user guide is aimed at Symbian UIQ handsets such as the Sony Ericsson P800/P900/P910i users, separate guides are provided for other devices.

1.2 OpenHand Main Menu

OpenHand Main Menu

The options available on the *OpenHand Main Menu* are as follows:

Go on-line	Creates a real-time connection to the OpenHand Server.
Go off-line	Ends your real-time connection to your network and enables you to work offline instead. **(Only available when connected)**
About	Displays the version of OpenHand installed on your device.
Settings	Allows the editing of connection settings used to connect to the OpenHand server. See section 1.3
Quit	Exit OpenHand.
Mail	Allows you to read, reply to and create new emails.
Contacts	Shows a list of your contacts, from here you can add and edit new contacts.

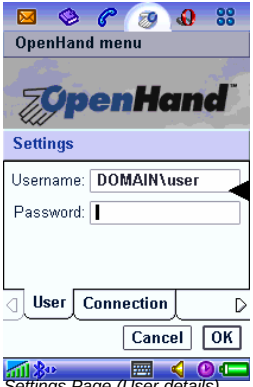
Calendar	You can also dial and e-mail directly from a contact. Shows your calendar and appointments, from here you can add and edit appointments.
Tasks	Allows you to view, add and edit tasks.
	Displays the first or last item in a list view.
	Displays and refreshes the previous or next page in a list view.
	Displays the P800/P900 writing recognition area. Above the pointer is for numbers, below is for alpha characters.

1.3 Settings

When connecting for the first time, it is necessary to enter some configuration settings to enable OpenHand to connect to the OpenHand Server. These settings will be supplied by your Systems Administrator and are entered on the Settings page as follows:

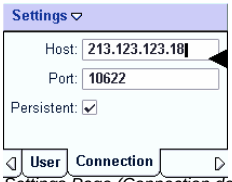
Click Settings on the *OpenHand Main Menu*.

The first *Settings* page will be displayed.



Settings Page (User details)

1. Click in the Username field.
2. Enter your 'domain'\'username'
3. Click on the Connection tab.



Settings Page (Connection details)

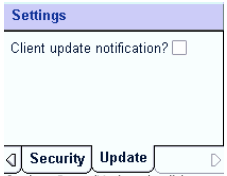
4. Type the IP address of your OpenHand server into the host field.
5. Click on the Port field ***only*** if the port number is different from the default shown.
6. Click on the Persistent selection box to activate this feature. (NB Persistence ensures that communication is re-established with the network if there is a mobile network fault, or the network reallocates your GPRS to another mobile user.
7. Click on the Security tab.

Settings Page (Security details)

8. Click on the Encrypt locally selection box if you wish to secure the local OpenHand folders and program.
(NB This prevents unauthorized access to any emails stored locally on the device. It also prevents unauthorized use of OpenHand if you decide to store the logon password locally.)

9. The network administrator provides the Key when you are set up as a user. Do not change unless told to by your network administrator.

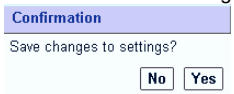
10. To automatically receive new client update notifications go to the right hand tab and click on *Client update notification?*



Settings Page (Update details)

11. Click OK.

12. Click Yes to save changes (or No not to save).



Settings Page(Save Confirmation)

1.3.1 Explanation of Settings Terms

Host : IP address of your OpenHand server.

Port : Port number of your OpenHand server (default 10622).

Key : Security key.

Use SSL: Indicates whether SSL will be used to connect to the OpenHand server.

Username: The format depends on the type of server:

Username format for Microsoft® Exchange :
<DOMAINNAME> \ <USERNAME>

Password: The format depends on the type of server:

Password format :for Microsoft® Exchange:
Use your LAN Account password

Note: If you are unable to log in:

1. Check your **Username** and **Password** are correct and are in the right format for the type of server you are connecting to.
2. Check that Caps Lock is not on.
3. Click **Settings** to check your connection settings. Your network administrator will advise you of the correct settings.

1.4 Local Security

1. OpenHand provides additional security by encrypting the local email, contacts, calendar and task folders preventing unauthorized access if the device is lost or stolen.

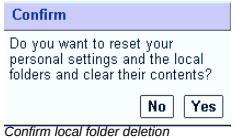
2. If local security has been activated in the settings menu, the next time OpenHand is used it will ask for a local password. This is initially blank and can be bypassed by clicking **OK**.

Local password screen

3. To change the password to something more secure, click **Change.** The following screen is displayed.

Change password screen

4. If the old password was blank, enter the new password only, and then confirm it. If not, enter the old password and then enter the new password and then confirm it by re-entering the new password.
5. Press **OK**
6. Next time you enter OpenHand or after periods of inactivity whilst in OpenHand, you will be asked to enter your local password. Please remember that this will, or should, be different to your login password.
7. If you forget your local password, you can still use OpenHand but only after clicking **Reset** when starting OpenHand the next time. A confirmation screen is displayed that warns that the locally held emails and settings will be deleted. (This prevents theft of data).

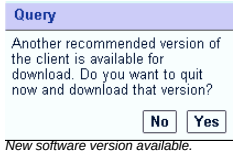


Confirm local folder deletion

8. All the access settings will then have to be re-entered (these will be provided by the IT administrator).

1.5 New OpenHand Client

1. After successfully logging on to OpenHand, or entering the settings menu, OpenHand may advise that a new software version is available. These are produced periodically to provide new features.


Query
Another recommended version of the client is available for download. Do you want to quit now and download that version?
No
Yes

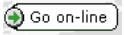
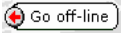
New software version available.

2. If required, check with the designated IT manager before upgrading the software.
3. Clicking on Yes will start the device's web browser and invite you to download the latest software version to the local device.
4. Follow the instructions on the screen.
5. Please note that your user settings will not be deleted.

1.6 Log in to OpenHand

1. Create an active network connection (see Manufacturer's handbook for details).
2. Click the OpenHand icon on the *Application Picker Tab*.
3. The *OpenHand Main Menu* will be displayed – in offline mode:

Offline OpenHand Main Menu

***Note*:** When  is displayed on the *OpenHand Main Menu*, you are **offline**. The  button will be displayed when you are **online**.

4. Click .
5. The first time you connect you will be asked for your log-on password. Enter this then press OK. NB If permitted by your IT manager you may save your logon password the *next* time you logon. (The first time you logon it checks your security settings.)

Password request

6. If the *Connect to Internet* dialog box appears select your preferred Internet Account and click **Connect.**

Connect to Internet

7. If your IT security team permits, you can save your password locally so that you do not have to enter this every time you wish to log-on.
8. To do this go to the settings menu whilst on-line and enter your login password. See **1.3 Settings** OpenHand will verify that you are permitted to save the log-on password locally, and if so will save it for future use. NB If you do save your Login password locally, it is strongly recommended that you have set a local password for OpenHand.
9. Once connected, the *OpenHand Main Menu* will be displayed – in online mode.

Online OpenHand Main Menu

Notes: If you are unable to login see **1.3 Settings**

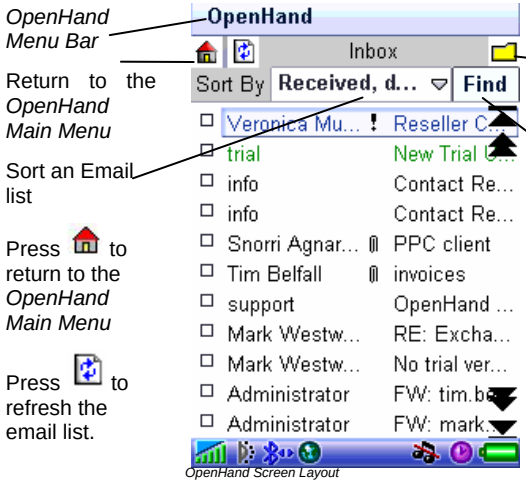
1.7 OpenHand Client Information

1. Select About on the main menu. The version and copyright information will be displayed. Press **Continue** to return to the main menu.

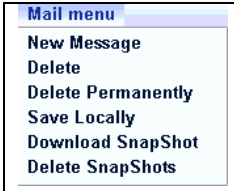
OpenHand Version Information

1.8 OpenHand Screen Layout and Navigation

After you have successfully logged in, you can access Mail, Contacts, Calendar and Tasks by clicking on the appropriate button. Each of the sections has the same basic layout, which is as follows:



OpenHand Screen Layout



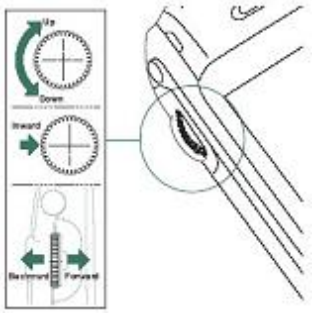
The *OpenHand Menu Bar* is used to create new items, and access general options for each section.

1.9 Use of P800, P900, P910 Jog Dial

The jog dial can be used to scroll through email, display and select menus and move between applications.

In the OpenHand Main Menu screen, press the jog dial inwards to display the list of options. Rotate the jog dial up or down to highlight a menu option, then press inwards to select.

Having selected an application, the jog dial can be used to scroll up and down the email, contact, and task lists.



P800 – P900 Jog Dial

To select an item press the jog dial inwards and a list of options will be displayed for that item.

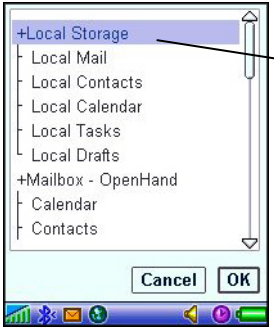
Pull the jog dial forwards to display the OpenHand menu from the top of the list. Select the menu option by rotating the jog dial up or down, then press inwards to select.

Pressing the jog dial backwards closes a menu or returns to the previous display. (N.B. In a List View screen, pressing the jog dial backwards will return the display to the P900/P800 application menu. To return to the main OpenHand menu from a List View screen, press the jog dial inwards, and select 'Home').

1.10 Navigating to other Folders

The Navigate function allows you to view and access folders, both **Local Storage** and those in your **Mailbox** (**Inbox, Contacts** etc). The navigate function will only allow you to go to folders of the same type (Mail, Contacts, Tasks or Calendar).

1. Click on .
2. The *Folder List* Page is displayed.



NB: When off-line you will only see **+Local Storage**

Folder List Page

3. Navigate to the required folder.

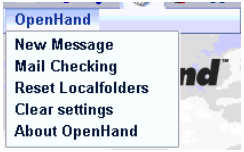
Note: Folders starting with + have subfolders. These folders can be expanded.

4. Click on **OK**.
5. Your Mail, Contacts, Calendar or Tasks page will display the selected folders items.

1.11 To Exit a screen or Log out

1. Click to return to the previous screen.
2. Click to return to the *OpenHand Main Menu*.
3. Select from the OpenHand Main Menu to work **offline**.
4. Select from the OpenHand Main Menu to exit OpenHand completely.

1.12 Main Menu - OpenHand Menu



1.12.1 New Email

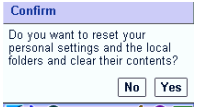
As a shortcut to creating a new email select ***OpenHand*** followed by ***New Message***. See section 2.2 for further information.

1.12.2 Mail Checking

At periodic intervals, OpenHand will listen for new emails. This interval setting can be set from 5 minutes to never. See section 2.4

1.12.3 Resetting Local Folders

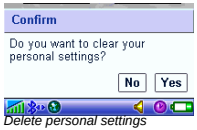
1. To permanently erase all locally held emails and other information from the local OpenHand folders, click ***OpenHand*** and then ***Reset local folders.***
2. Select ***Yes*** to confirm deletion.



Local folder deletion confirmation

1.12.4 Delete Local Settings

1. To delete local settings, but not local folders, select ***OpenHand***, and then ***Clear settings.***

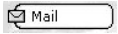


Delete personal settings

2. Click ***Yes*** to confirm.

2.

2.1 View Mail List

1. Log in to OpenHand (section 1.6) and click 

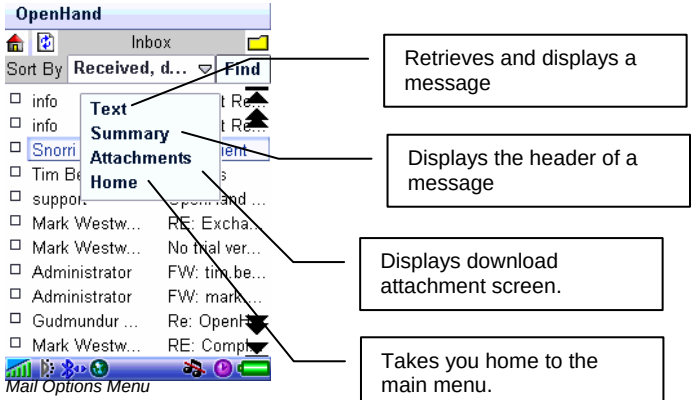
on the *OpenHand Main Menu*.
2. The Inbox *Mail List* page is displayed.

Mail List page

3. Emails are displayed in descending order of date received:
   - Unread emails are displayed in green
   - Emails with attachments are marked with a in the third column.
   - Emails with appointment requests, or acknowledgements, are marked with an **!** in the third column.
4. Click to return to the *OpenHand Main Menu*.

2.1.1 The Mail Options Menu

The *Mail Options Menu* is a pop-up menu that appears when you click on an individual email in the *Mail List* page. Options for each email are accessed through the *Mail Options Menu*.



Mail Options Menu

2.1.2 Access another Mail Folder

1. On the *Mail List* page, click .
2. The *Folder List* page is displayed.
3. There are three main folder types. These are:
   a. Local folders for storing off line information.
   b. On-line folders for real time access to information.
   c. Files, for access to information held on your central file server in the office (this option appears only when authorised by your IT manager).
4. Local folders are split in four ways. These are:

Local folders

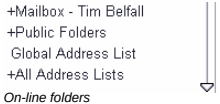
a. Private – This stores information that you want to access most of the time without being on-line.

b. SnapShots – This folder stores information that may change frequently and is required for off line use such as in aircraft, extremely remote areas with no signal. This is particularly useful for calendar and contact details.

c. Drafts – This holds draft email that is created either off-line or on-line but is not ready to be sent.

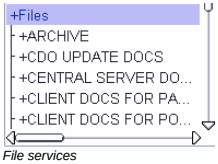
d. Outbox – This holds email, contacts and appointments created off-line but ready to be sent or updated as soon as you back in network coverage.

5. On-Line folders are split between personal folders (and sub folders), Public folders (which hold company information) and Global (and other) address lists. Please note that access to public folders and the global address list is controlled by the IT manager.



On-line folders

6. File folders can contain information that is shared within an organisation that is normally accessed through either a VPN or at your corporate workstation. Your IT manager controls this facility.



File services

7. Click the required folder.

8. Click **OK**.

***Note*:** Whilst in the *Mail* section, you can only navigate to other Mail folders. To navigate to a different type of folder (e.g. Appointments or Contacts), return to the *OpenHand Main Menu*, and select the required section.

2.2 Create and Send a new Email

1. On the *OpenHand Menu Bar*, click **New Message**.
2. A blank email is displayed.

New Message page

Double click takes you straight into the Contacts directory to search the recipient (see 2.3).

A single click allows you to enter the address manually.

3. Enter your recipient(s) email address(s) in the **To**: field (using either the keyboard or by selecting recipients from your Contacts). If there are multiple recipients separate by a semicolon(;).
4. Input your subject in the Subject field.
5. Input your message in the Text field.
6. Click **Send**.
7. A message will appear indicating that the message has been successfully sent.

Message sent *confirmation pop-up*

8. Click **Continue** to return to the *Mail List* page.

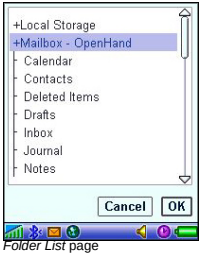
2.3 Selecting Email Recipients from your Contacts

1. When creating a new Email you can select recipients from your Contacts. To do this double click the required field. For example double click on Double-tap to search next to **To:** to select a recipient from your Contacts.
2. The *Enter Recipient* page is displayed.

Enter Recipient page

***Note*:** OpenHand will search the **Global Address List** by default. To choose a Distribution list or Contact from another Contact list (e.g. Personal **Contacts Folder**):

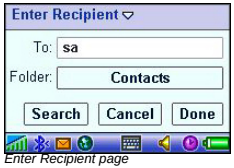
1. Click on Global Address List
2. The *Folder List* page will be displayed.



Folder List page

3. Browse to the folder that contains the desired Contact List and click **OK**.
4. The *Enter Recipient* page is displayed with the new folder.

3. Type the name (or part of the name) you wish to find in the Input Box.



Enter Recipient page

4. Click on **Search**.

5. A list of contacts is displayed which satisfy the selection criteria.

Contacts page

6. Click on the desired contacts name and click **Select**.

7. The *Enter Recipient* page is displayed, with the selected contact(s) entered into the **To:** field.

Enter Recipient page

8. Click **Done**.

9. The *New Message* page will be displayed, with the contact(s) entered into the **To:** field.

New Message page

10. To select recipients from your contacts list for the **CC:** and **BCC:** fields, double click on Double-tap to search next to **CC:** or **BCC** and follow steps 2 - 9 above.

Note:
If you enter part of an address into a recipient Input Box, OpenHand will attempt to resolve the recipient for you. If the connection breaks down while sending an email it will be saved to the **Drafts** sub-folder in the **Local Storage** folder, and will prompt for authorisation to be sent when re-connected.

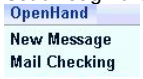
2.4 Email notification

When OpenHand is on-line, either in the foreground or background, a popup message box will be displayed when a new email is received.

Message Pop-Up

The popup displays the sender, subject line, date and time received, attachments, and the number of remaining unread messages.

The mail check interval is set through the main screen drop down menu.



Click on Mail Checking, and then select the time interval, from 5 minutes to never, that is most appropriate for your needs.

Mail Interval Selection

2.5 Open an existing Email

1. On the *Mail List* page, click the required email.
2. The *Mail Options Menu* will be displayed.
3. Click on **Text** to view the *Message Detail* page, or **Summary** to view the *Message Summary* page. The *Message Summary* page displays additional information, such as date sent and received, and the names and file sizes of any attachments.

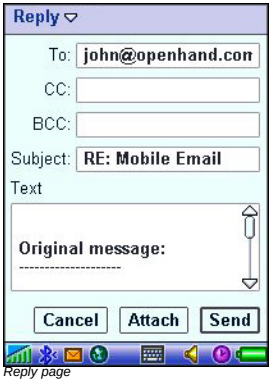
Message Detail
Dear OpenHand User,
Thank you for taking the time to setup your free OpenHand email account.
This service is made available for you to test the OpenHand mobile solution and your account will remain active for 14 days. You may wish to forward emails from your existing email accounts to your OpenHand account so that you can view them from your mobile device.
All OpenHand features are accessible except the global directory function which has been disabled in this trial version.
Reply
Reply All
Fw

Message Detail

Message Summary

2.6 Reply to an Email

1. Open the *Message Detail* page. See **Open an Existing Email**
2. Click on **Reply**.
3. The *Reply* page is displayed with the recipient details and the subject pre-filled.



Reply page

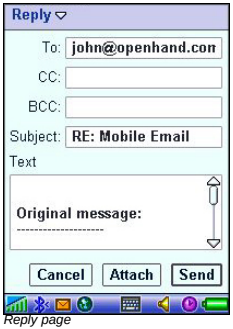
4. Type in your reply in the Text field.
5. Click **Send**.

Tip: To add more recipients double click the **To: CC:** or **BCC:** Input boxes.

The *Enter Recipient* page will be displayed and you can select additional recipients as described in steps 2 – 9 Select Email Recipients from your Contacts. Alternatively you can input the email addresses to the appropriate field separated by a semicolon (;)

2.7 Reply to All

1. Open the *Message Detail* page as described in **Open an Existing Email**
2. Click on **Reply All**.
3. The *Reply* page is displayed with the recipient details and the subject pre-filled.



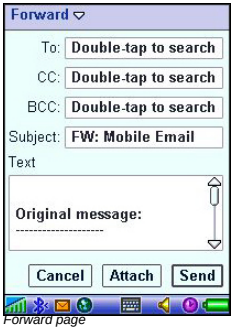
Reply page

4. Type in your reply in the text field.
5. Click **Send**.

Tip: To add additional recipients double click the **To:**, **CC:** or **BCC:** Input boxes. The *Enter Recipient* page will be displayed and you can select additional recipients as described in steps 2 - 9 Select Email Recipients from your Contacts. Alternatively you can input the email addresses to the appropriate field separated by a semicolon (;)

2.8 Forward an Email

1. Open the *Message Detail* page as described in section **Open an Existing Email**.
2. Click on **Fw**.
3. The *Forward* page is displayed, with the subject field pre-filled.



Forward page

4. Input your recipient mail address in the To: field.

Tip: To add additional recipients double click the **To: CC:** or **BCC:** Input boxes. The *Enter Recipient* page will be displayed and you can select additional recipients as described in steps 2 – 9 Select Email Recipients from your Contacts. Alternatively you can input the email addresses to the appropriate field separated by a semicolon (;)

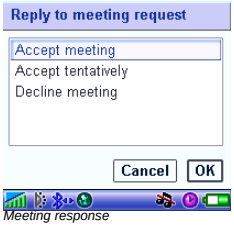
5. Type your covering message into the Text field.
6. Click **Send**.

2.9 Meeting Invitations

1. Meeting invitations are shown by a **!** in the third column of the email list.
2. Open the Email. The following example meeting invitation will be displayed.

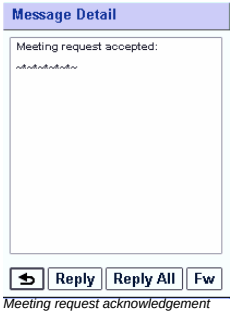
Meeting invitation

3. Select ***Reply*** to accept, decline or tentatively accept the meeting request. This will display the following dialogue box.



Meeting response

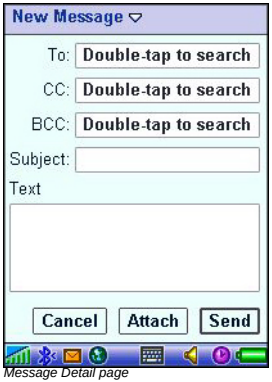
4. Select the relevant response, and press OK. The originator will receive an email confirmation and their calendar will be updated.
5. A meeting invitation acknowledgement is shown in the following format:



Meeting request acknowledgement

2.10 Attach a File to your Email

1. Create a new email. If you are replying to or forwarding an existing mail, open the *Message Detail* page as described in section **Open an Existing email**, then click the appropriate icon (**Fw**, **Reply**, **Reply All**).

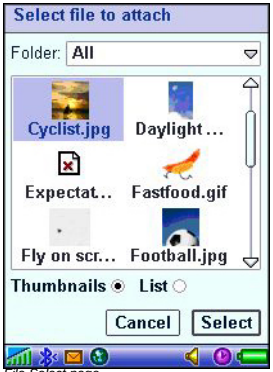


Message Detail page

2. Click **Attach**.
3. A list of attachments for the current email is displayed.

Attachment List page

4. Click **Add**.
5. The *File Select* page is displayed.



File Select page

6. Click the file you wish to attach to your email. (The *File Select* page shows All Folders by default. To view the contents of a single folder, expand the **Folder:** drop-down menu

and select the folder you want to view.)

7. Click **Select**.
8. The list of attachments will be displayed, with the file you selected added to the list.

Attachment List page

9. To select another file to attach to an email, click **Add** again.
10. Once you have selected the files you require, click **Done** to return to the email.

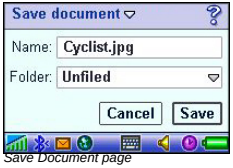
11. You can then click **Send** to send the email or **Cancel** to discard without saving changes.

2.10.1 Open an Attached File

1. On the *Mail List* page, click on the desired email.
2. The *Mail Options Menu* will appear.
3. Click **Attachments**.
4. The attached files will be displayed.

Attachment List page

5. Select an attachment and click **OK** to store the file locally.
6. At this point the file will be downloaded to your device.



Save Document page

7. You can specify the file **Name** and destination **Folder**. Click **Save** to save the file.
8. To locate the downloaded file in order to open it, use your device's **File Manager** (see Manufacturer's handbook for details). Attachments, such as .doc, .ppt, .xls, can be viewed from the P800/P900/P910i "Viewer", but .jpg files are stored under Pictures.

2.11 Sorting an Email List

To make working with large numbers of emails easier, OpenHand can sort emails by either data received or by from or to whom messages were received or sent. This can be in either ascending (A…Z, earliest to most recent) or descending (Z…A, most recent to earliest) orders.

1. On the *Mail List* page, click on the Sort By criteria.
2. Select the order the emails are to be displayed by.
3. The OpenHand server will sort the emails refreshing the mail list page in the order selected.

Email sorting selection

2.12 Finding Email(s) from within an Email folder

OpenHand's Find facility refines the Email list to show only emails that meet certain key criteria. These are:

1. From (Email address)
2. To (Email address)
3. Subject heading
4. Message text (not attachment text)

5. Read or unread messages
6. Message received or sent after, before or between selected dates.

Any combination can be used to further reduce the resulting email list.

1. On the *Mail List* page, click on **Find**.

Find button

2. The first page of a two page tabbed selection screen will appear.

First selection page

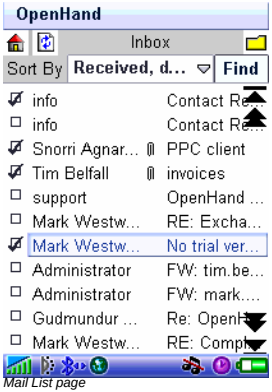
3. Enter the key words that pertain to the email(s) to be found, and/or select the email status.
4. The second tabbed selection page allows the date of the email to be entered.

Second selection page

5. One or both dates can be used to further narrow the resulting Email list.
6. Click on **OK** to start the search or **Clear** to remove all the criteria data to start afresh.
7. The OpenHand server will search for the relevant Email(s) and will display the result in the Email list view.

2.13 Move an Email to the Deleted Items Folder

1. On the *Mail List* page, select the tick-box next to the required email(s).



Mail List page

Tick Box

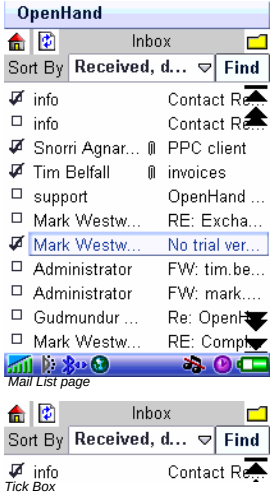
2. On the *OpenHand Menu Bar* click **Delete**.
3. A confirmation message is displayed.
4. Click **Yes** to move the email to the **Deleted Items Folder**.

***Note*: To move more than one email to the **Deleted Items Folder**, select the tick-boxes of the emails you wish to delete.**

Tip: To retrieve an Email you have sent to the **Deleted Items Folder**, simply click and then navigate to the **Deleted Items Folder**.

2.14 Delete an Email permanently

1. On the *Mail List* page, select the tick-box next to the required email(s).



Mail List page

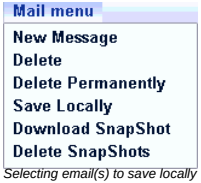
Tick Box

2. On the *OpenHand Menu Bar* click **Delete Permanently**.
3. A confirmation message is displayed.
4. Click **Yes** to delete the email.

2.15 Download SnapShot

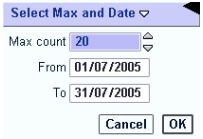
This allows emails on the server to be copied in bulk to the **SnapShot** sub-folder in the **Local Storage**. This is a feature under the control of the OpenHand server administrator, and may have been disabled to ensure a higher level of data security.

1. Click on the *Mail Options Menu* .
2. Click **Download SnapShot** to save a local copy of the email(s).



Selecting email(s) to save locally

3. Messages are saved to the **SnapShot** folder in the **Local Storage**.
4. To reduce the amount of time to download a SnapShot a section box will prompt for the date period and the maximum number of emails to be downloaded.



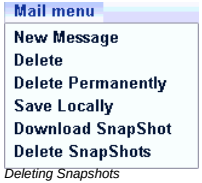
Date selection

5. Use the appropriate buttons to increase and decrease the number of messages. If authorized, the attachments associated with these messages will also be downloaded. Please note that these may take some time to download depending on their data size.

2.16 Deleting SnapShots

To ensure that you only work with the off-line email that you need, you can delete the locally held snapshots by selecting Delete SnapShot from the menu.

1. Click on the *Mail Options Menu* .
2. Click **Delete SnapShot** to delete the local snapshot copy of the email(s).



Deleting Snapshots

3. Tap **Yes** to confirm deletion of local Snapshots

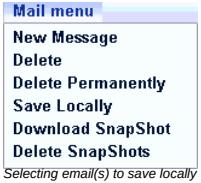
Warning message

4. All the old messages are deleted from the **SnapShot** folder in the **Local Storage**. Please note that this does not delete emails from the your Private local folder.

2.17 Save a local copy of Email(s)

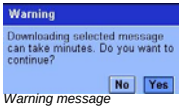
This allows emails on the server to be copied to the **Personal** sub-folder in the **Local Storage**. This is a feature under the control of the OpenHand server administrator, and may have been disabled to ensure a higher level of data security.

1. On the *Mail List page*, click on the selection boxes next to the email(s) to be copied.
2. Click on the *Mail Options Menu* .
3. Click **Save Locally** to save a local copy of the email(s).



Selecting email(s) to save locally

4. A warning message will appear to advise of potential long download times. Click **Yes** to proceed.



Warning message

5. Messages are saved to the **Personal** folder in the **Local Storage**.

2.17.1 Access a local copy of an Email

Local copies of Emails are saved in three places, the **Personal, SnapShot** or the **Drafts** sub-folders of the **Local Storage** folder.

- The **Personal** folder is where emails are saved when you have simply selected them and saved a local copy.
- The **SnapShot** folder contains a group of emails captured for off line reading and action.
- The **Drafts** folder is similar to an “outbox”, storing the emails that have not been sent for some reason:

For example if you are working on an email and your connection fails, your email will be saved in the **Drafts** folder, and will be sent automatically when re-connected.

1. On the *Mail List* page, click on .
2. The *Folder List* page is displayed.
3. Navigate to either the **Local Mail** or **Local Drafts** sub-folder in the **Local Storage** folder and click **OK**.
4. The *Mail List* page will refresh and you will see a list of locally stored emails.
5. Click on the email, the *Mail Options Menu* will appear.
6. Click on **Text**, **Summary** or **Attachments** to view these items.

2.18 Show the Number of Read & Unread Emails

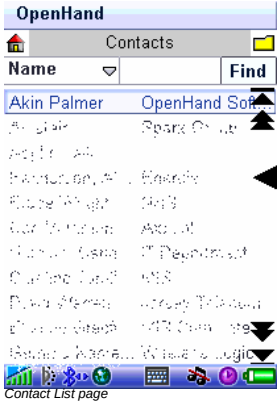
1. When you first go into a mail list you will notice a temporary popup displaying the total number of emails in a folder and those that are unread.
2. To display this information again, just refresh the email list.

Total email popup

3. Contacts

3.1 View Contact List

1. Click Contacts on *OpenHand Main Menu*.
2. The *Contact List* page is displayed.

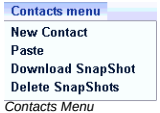


Contact List page

3. Click to return to the *OpenHand Main Menu*.

3.1.1 The Contacts Menu

Click on *Contacts menu* to display a list of options for creating new contacts and handling SnapShots.



Contacts Menu

3.1.2 The Contact Options Menu

The *Contact Options Menu* is a pop-up menu that appears when you click on an individual Contact in the *Contact List* page. Options for each Contact are accessed through the *Contact Options Menu*.

Contact Options Menu

Contacts are viewed, edited, moved and deleted using this menu. You can also dial and/or email directly from the contact list.

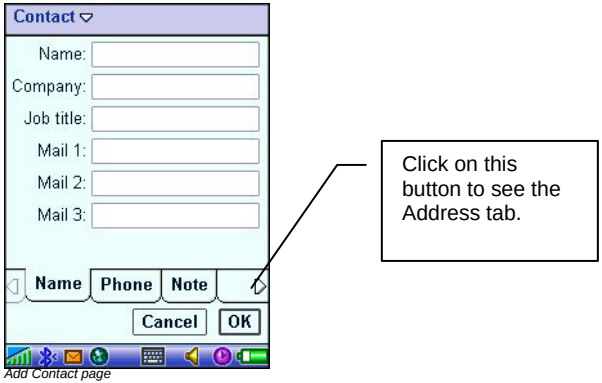
3.1.3 Access another Contacts Folder

1. On the *Contacts List* page, click .
2. The *Folder List* page is displayed.
3. Navigate to the required folder.
4. Click **OK**.

***Note*:** Whilst in the Contacts section, you can only navigate to other Contacts folders. To navigate to a different type of folder (e.g. Mail or Appointments), return to the *OpenHand Main Menu*, and select the required section.

3.2 Add a new Contact

1. On the *OpenHand Menu Bar*, click **New Contact**.
2. The *Add Contact* page is displayed:



Add Contact page

3. Fill in the required information.
4. There are 4 tabs on the *Add Contact* page: **Name**, **Phone**, **Note** and **Address**.
5. Click **OK** to save or **Cancel** to quit without saving.

Note: Click on the tabs to input more information for the Contact. For example Click [Phone] to input telephone numbers for the Contact. You can also click on [▷] for additional tabs.

Tip: On the [Address] tab, click on the Address drop-down menu to input additional addresses for the contact.

3.3 Open an existing Contact

1. On the *Contact List* page, click the required contact.
2. The *Contact Options Menu* will appear.
3. Click on **Show**.
4. A summary of the contacts details is displayed:
5. Click **OK** to return to the *Contact List*.

3.3.1 Edit an existing Contact

1. On the *Contact List* page, click the required contact.
2. The *Contact Options Menu* will appear.
3. Click on **Edit**.
4. Change the required information.
6. Click **OK** to save or **Cancel** to quit without saving.

3.4 Delete a Contact

1. On the *Contact List* page, click on the name of the contact to be deleted.
2. The *Contact Options Menu* will appear.
3. Click **Delete** to delete the contact.
4. A confirmation window will appear.
5. Click **Yes** to delete the contact.

3.5 Search for a Contact

3.5.1 By Name

1. On the *Contact List* page, type the name (or part of the name) you wish to find in the Input Box.

Contact List page – search by Name

Contact List page – search by Company

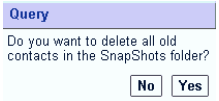
2. Click **List**.
3. A list of contacts is displayed which satisfy the selection criteria.

3.5.2 By Company

1. On the *Contact List* page, click the down-arrow next to **Name** to open the drop-down list.
2. Click **Company** on the drop-down list.
3. Type the name of the company (or part of the name) you wish to find in the Input Box.
4. Click **List**.
5. A list of contacts is displayed which satisfy the selection criteria.

3.6 Save a Contact Folder SnapShot

1. Click on *Contacts Menu*.
2. Select Download SnapShot to create a copy of **all** your personal contacts locally.
3. If there are old SnapShot contacts, a query box will appear asking if the old contacts should be deleted. Answer as appropriate.

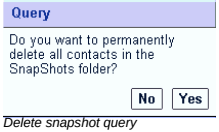


Delete snapshot query

4. To view locally stored contacts in the SnapShot folder.
5. Click on .
6. The *Folder List* page is displayed.
7. Click on the **SnapShots** sub-folder in the **Local Storage** folder and click **OK**.

3.7 Deleting Contacts from the SnapShot folder

1. Click on *Contacts Menu*.
2. Select Delete SnapShots to delete **all** the contacts in the local snapshot folder.



Delete snapshot query

3.8 Save a local copy of a Contact

1. On the *Contact List* page, click on the name of the contact to be copied.

2. The *Contact Options Menu* will appear.
3. Click **Copy** to copy the contact.
4. Click on .
5. The *Folder List* page is displayed.
6. Click on the **Private** sub-folder in the **Local Storage** folder and click **OK**.
7. On the *OpenHand Menu Bar*, click **Paste** to paste the contact to **Local Storage**.

Tip: You can use the same method to Copy a Contact to any other Contacts Folder

3.9 Access a local copy of a Contact

1. On the Contact List page, click on .
2. The *Folder List* page is displayed.
3. Click on the either the **Private** or the **SnapShot** sub-folders in the **Local Storage** folder and click **OK**.
4. The screen will refresh and you will see a list of locally stored contacts.
5. To open the contact, click on the contact, the *Contact Options Menu* will appear.
6. Click on **Show**, or dial directly by clicking on Phone ….. You can also send an email, which will be sent if you are logged on. If, however, you are not connected, it will be kept in Local Drafts and sent automatically when you log on again.

3.10 Copy a Contact

1. On the Contact List page, click the contact to be copied.
2. The *Contact Options Menu* will appear.
3. Click **Copy**.
4. Click the contact again, which will display the *Contact Options Menu* again.
5. Click **Paste.**
6. Edit the new contact as required using **Edit** from the *Contact Options Menu*.

3.11 Phone a Contact

1. On the *Contact List* page, click on the name of the contact, the *Contact Options Menu* will appear.
2. Click on **Phone Office**, **Phone Mobile**, **Phone Home**.

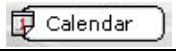
Note: If you are connected via GPRS, a message will appear asking confirmation to suspend your GPRS session. Your GPRS session will be suspended for the duration of your call, but not ended. After you have finished your call you will be able to continue your GPRS session.

If you are connected via GSM, you must end the current GSM data call before you can phone the contact. Your GSM data call will be ended permanently, so your connection to OpenHand will be lost.

3. Return to OpenHand by clicking the OpenHand icon on the *Application Picker Tab*

3.12 Email a Contact

1. On the *Contact List* page, click on the name of the contact, the *Contact Options Menu* will appear.
2. Click on ‘send mail’. A blank email page will be displayed with the contact’s email address already entered. Complete email and send as before. See *Create and Send a new Email*. The email will be sent if you are logged on, or it will be kept in Local Drafts if you are not connected and then sent automatically when you log on again.

4. 

4.1 View Calendar

1. Click

on *OpenHand Main Menu*.
2. The Calendar page is displayed.
3. The *Calendar* page displays the schedule for the currently selected month and date. Dates with appointments are shown with a grey background on the month view. The currently selected date is marked with a red outline:

Calendar page

4. Click to return to the *OpenHand Main Menu*.

4.1.1 The Calendar Menu

Click on *Contacts menu* to display a list of options for creating new contacts and handling SnapShots.

Calendar Menu

4.1.2 The Calendar Options Menu

The *Calendar Options Menu* is a pop-up menu that appears when you click on an individual event in the *Calendar* page. Options for each date are accessed through the *Calendar Options Menu*.

Calendar Options Menu

4.2 Navigating the Calendar

4.2.1 Access another Date

1. To change the selected date within the currently selected month, simply click on the desired date.

4.2.2 Access another Month or Year

1. To select a different month, click on the month button November 2003 above the calendar.
2. The *Date Selection* page will be displayed.

Date Selection page

3. Use the ◁ and ▷ of the month selector ◁ November ▷ to change the currently selected month.
4. Use the ◁ and ▷ of the year selector ◁ 2003 ▷ to change the currently selected year.
5. Click on the required date.
6. The *Calendar* page is displayed with your appointments for the selected date.
7. To return to today's date, click the month button and click **Today**.

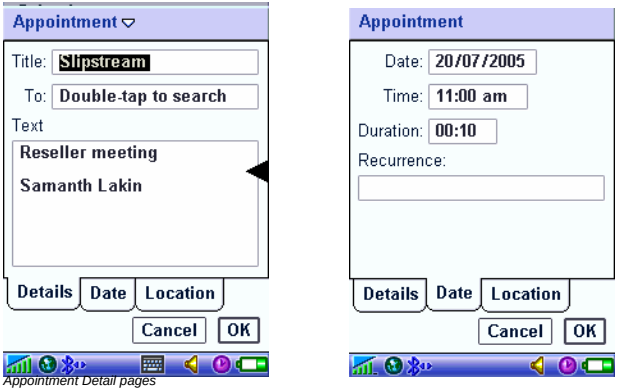
4.2.3 Access another Calendar Folder

1. On the *Calendar* page, click 📁.
2. The *Folder List* page is displayed.
3. Click the required folder.
4. Click **OK**.

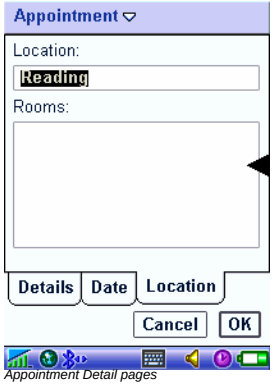
***Note*:** Whilst in the Calendar, you can only navigate to other Calendar folders. To navigate to a different type of folder (e.g. Mail or Contacts), return to the *OpenHand Main Menu*, and select the required section.

4.3 Add a new Appointment & Meeting Invitations

1. On the *Calendar* page, select the date of the appointment by clicking the required date in the calendar window. To change the month or year see Access another month or year. On the *OpenHand Menu Bar*, click **New Appointment**.
2. A blank *Appointment Detail* page will be displayed. Date and times are displayed on the data tab page. The default date is today with the default time set at 12:00 (midday).



Appointment Detail pages



Appointment Detail pages

3. Fill the title, meeting location, start time and duration of the meeting and any additional information in the text field. Please note that the **Rooms** field is only used with Lotus Notes/Domino servers.
4. Repeat events can be viewed.
5. To invite attendees to a meeting, complete the to box by either entering the person's email address or double tapping the **To:** field and selecting the appropriate attendee(s). NB Multiple attendees require a semi-colon between each email address.
6. Click **OK** to save or **Cancel** to quit without saving.

Clicking the top or bottom of the numbers will increase or decrease the duration time.

4.4 Open / Edit an Appointment

1. On the *Calendar* page, select the date of the appointment by clicking the required date in the calendar window. To change the month or year see Access another month or year. Select the appointment by clicking on the time of the appointment in the schedule window, the *Calendar Options Menu* will appear.
2. Click **Show** to view the appointment, or **Edit** to edit the appointment.
3. The *Appointment Detail* page will be displayed
4. Change the required information.
5. Click **OK** to save or **Cancel** to quit without saving.

Note: Changes will be made to the open occurrence of a recurring appointment; other occurrences will not be affected.

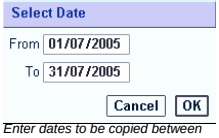
4.5 Delete an Appointment

1. On the *Calendar* page, select the date of the appointment by clicking the required date in the calendar window. To change the month or year see **Access another month or year**.
2. Select the appointment by clicking on the time of the appointment in the schedule window, the *Calendar Options Menu* will appear.
3. Click **Delete**.
4. Click **Yes** to confirm.

Note: If you delete one occurrence of a recurring appointment, the other occurrences will be unaffected.

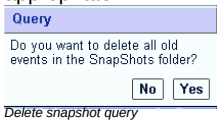
4.6 Saving a SnapShot of the Calendar Folder

1. Click on *Calendar Menu*.
2. Select Download SnapShot to create a copy of a range of appointments to your local SnapShot calendar.



Enter dates to be copied between

3. If there are old Snapshot calendar items, a query box will appear asking if the old calendar items should be deleted. Answer as appropriate.

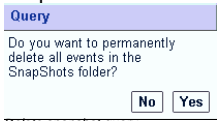


Delete snapshot query

4. To view locally stored appointments in the SnapShot folder.
5. Click on .
6. The *Folder List* page is displayed.
7. Click on the **SnapShots** sub-folder in the **Local Storage** folder and click **OK**.

4.7 Deleting Appointments from the SnapShot folder

1. Click on the *Calendar Menu*.
2. Select Delete SnapShots to delete **all** the appointments in the local snapshot folder.



Delete snapshot query

4.8 Save a local copy of an Appointment

1. On the *Calendar* page, select the date of the appointment by clicking the required date in the calendar window. To change the month or year see Access another month or year. Select the appointment by clicking on the time of the appointment in the schedule window, the *Calendar Options Menu* will appear.
2. Click **Copy** to copy the appointment.
3. Click on .
4. The *Folder List* page is displayed.
5. Navigate to the **Local Calendar** sub-folder in the **Local Storage** folder and click **OK**.

Note: You can use the same method to Copy an Appointment to any other Appointments Folder

4.8.1 Access a local copy of an Appointment

1. On the *Calendar* page, click on .
2. The *Folder List* page is displayed.
3. Navigate to the **Local Calendar** sub-folder in the **Local Storage** folder and click **OK**.
4. The screen will refresh and you will see a list of locally stored appointments.
5. Select the appointment by clicking on the time of the appointment in the schedule window, the *Calendar Options Menu* will appear.
6. Click on **Show** to view the appointment.

4.9 Copy an Appointment

1. On the *Calendar* page, select the date of the appointment by clicking the required date in the calendar window. To change the month or year see **Access another month or year**.
2. Select the appointment by clicking on the time of the appointment in the schedule window, the *Calendar Options Menu* will appear.
3. Click **Copy**.
4. Select the new date of the appointment by clicking the required date in the calendar window.

5. Click on the appointment list, which will display the *Calendar Options Menu*.
6. Click **Paste**.
7. Edit the new appointment as required. See Open / Edit an Appointment.

4.10 Moving an Appointment

1. On the *Calendar* page, select the date of the appointment by clicking the required date in the calendar window. To change the month or year see **Access another month or year**.
2. Select the appointment by clicking on the time of the appointment in the schedule window, the *Calendar Options Menu* will appear.
3. Click **Cut**.
4. Select the new date of the appointment by clicking the required date in the calendar window.
5. Click on the appointment list, which will display the *Calendar Options Menu*.
6. Click **Paste**.
7. Edit the appointment as required. See Open / Edit an Appointment.

5. Tasks

5.1 List Tasks

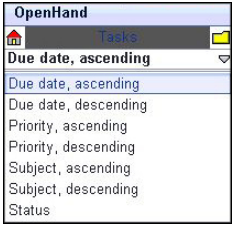
1. Click Tasks on the *OpenHand Main Menu*.
2. The *Task List* page is displayed:

Task List page

3. Click to return to the *OpenHand Main Menu*.

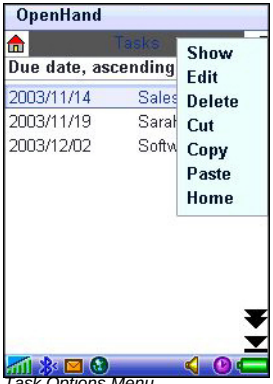
Tip: You can change the order in which the tasks are displayed by expanding the list drop-down menu, and selecting a different entry. The default is **Due date, ascending.**

Task List Order



5.1.1 The Task Options Menu

The *Task Options Menu* is a pop-up menu that appears when you click on an individual Task in the *Task List* page. Options for each Task are accessed through the *Task Options Menu*.



Task Options Menu

Tasks are Viewed, Edited, Moved etc using this menu.

5.1.2 Access another Task Folder

1. On the *Task List* page, click .
2. The Folder List page is displayed.
3. Navigate to the required folder.
4. Click **OK**.

***Note*:** Whilst in the *Tasks* section, you can only navigate to other Tasks folders. To navigate to a different type of folder (e.g. Mail or Appointments), return to the *OpenHand Main Menu*, and select the required section.

5.2 View a Task

1. On the *Task List* page, click the required task.
2. The *Task Options Menu* will appear.
3. Click on **Show**.
4. The *Task Detail* page is displayed:

Task Detail page

Note: Click **Detail** to view the tasks description.

5.3 Add a new Task

1. On the *OpenHand Menu Bar* click **New Task**.
2. The *Add Task* page is displayed.

Add Task page

3. Enter a heading for the task in **Subject**.
4. To enter the **Start Date** and **Due Date**, tick the respective tick-boxes.
5. To change the **Start Date** and **Due Date**, click on the date.
6. A calendar will be displayed.

Select Date page

7. Select the required date.

8. Use the drop-down menus to select the **Status** and **Priority** of the task.
9. Click Detail to input the task's description.
10. Click **OK** to save, or **Cancel** to quit without saving.

5.4 Edit an existing Task

1. On the *Task List* page, click the required task.
2. The *Task Options Menu* will appear.
3. Click **Edit**.
4. Change the required information, using the drop-down lists, where required.
5. Click **OK** to save or **Cancel** to quit without saving.

5.5 Delete a Task

1. On the *Task List* page, click the required task.
2. The *Task Options Menu* will appear.
3. Click **Delete**.
4. A confirmation message is displayed.
5. Click **Yes** to delete the task.

5.6 Save a local copy of a Task

1. On the *Task List* page, click on the name of the task to be copied.
2. The *Task Options Menu* will appear.
3. Click **Copy** to copy the task.
4. Click on .
5. The *Folder List* page is displayed.
6. Navigate to the **Local Tasks** sub-folder in the **Local Storage** folder and click **OK**.
7. On the *OpenHand Menu Bar*, click **Paste** to paste the task to **Local Storage**.

5.6.1 Access a local copy of a Task

1. On the *Task List* page, click on .
2. The *Folder List* page is displayed.
3. Navigate to the **Local Tasks** sub-folder in the **Local Storage** folder and click **OK**.
4. The screen will refresh and you will see a list of locally stored tasks.
5. To open the Task, click on the Task, the *Task Options Menu* will appear.
6. Click on **Show**.

Note: You can use the same method to Copy a task to any other Tasks Folder

5.7 Copy a Task

7. On the *Task List* page, click the required task.
8. The *Task Options Menu* will appear.
9. Click **Copy**.
10. Click the task again, which will display the *Task Options Menu* again.
11. Click **Paste.**
12. Edit the new task as required using Edit an existing Task.

6. TROUBLESHOOTING

6.1 Updating OpenHand to the Latest Version

Periodically, the OpenHand Symbian UIQ handset client will interrogate the main server to ascertain if a newer version exists. If there is a more recent client, OpenHand will open a browser connection to the OpenHand server and lead you through the download and install process.

Normally it is not necessary to download the latest client immediately, as this will be a feature release that will not affect the operation of the existing client.

A dialog box prompt will ask you whether you wish to download the latest client.

6.2 There are no or fewer than expected emails.

This will normally be due to a previous email filter not having been removed. To remove the filter, go to email search and tap **Clear** and then **OK**. See 2.12 Finding Email(s) from within an Email folder

6.3 OpenHand Client Information

Select

from the *main menu*. The version and copyright information will be displayed. Click ***Continue*** to return to the main menu.

About OpenHand page

7. INSTALLING OPENHAND

7.1 Obtaining OpenHand client software

The OpenHand software can be found in a number of places.

Most usually OpenHand will be provided on the server install disk provided on first purchase of the software. Alternatively, if you have a support agreement, it can be downloaded directly from www.openhand.info .

For branded versions of the product, please contact your IT manager who will possess the master copy of the software.

7.2 Installing OpenHand

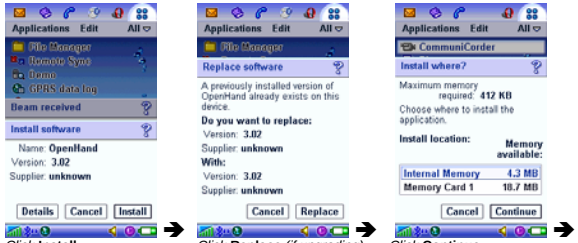
OpenHand can be installed using a number of methods.

1. Direct download from the OpenHand web site
2. Bluetooth
3. Infra Red
4. Sync Station

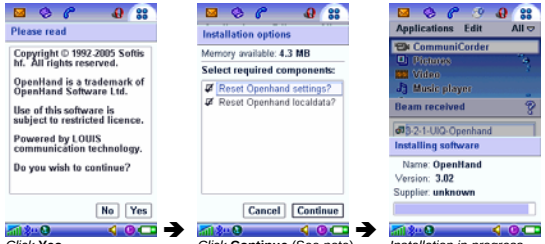
Please see the manufacturers instruction manual to find the most appropriate method for your handset. (Not all handsets are Infra Red enabled)

Once OpenHand is transferred to the handset, using either Bluetooth or Infra Red, the following message will be displayed:

Transfer by Bluetooth or Infra Red. Click **View**. *Click* **Yes**



Click **Install** *Click* **Replace** *(if upgrading)* *Click* **Continue**



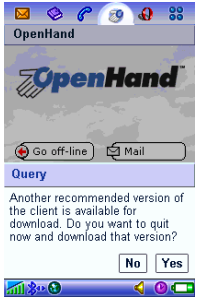
Click **Yes** *Click* **Continue** (See note) *Installation in progress*

Note: When prompted to reset OpenHand settings and local data, select or deselect the relevant box(es) by using the middle navigation button (press in to select, up/down to move between settings).

Resetting these settings will delete any old OpenHand information that has been saved locally from a previous version.

7.3 Upgrading OpenHand

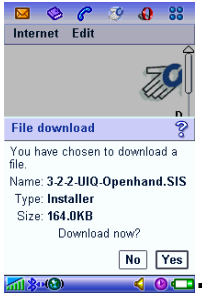
When an upgrade becomes available OpenHand can be updated over the air. . You will receive a message as follows if you select ***Settings*** from the main menu.

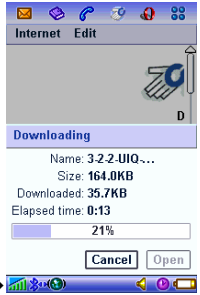


Another version of OpenHand is available

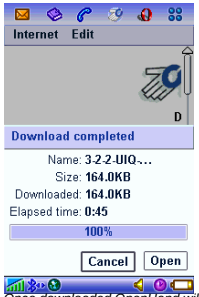
Internet Edit
Download for Sony Ericsson P800/P900/P910i:
OPENHAND Version 3.2.2
for Sony Ericsson P800/P900/P9
Directly to device - 162KB
Note: if your desktop/laptop has infrar

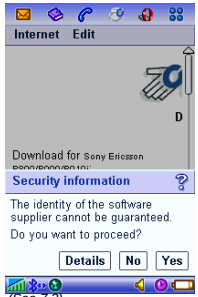
Selecting Yes takes you to the OpenHand download link.



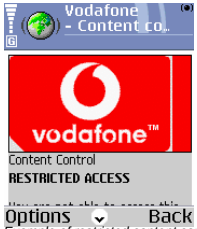


Select the link to start the download then click **Yes**.





Once downloaded OpenHand will start to install. (See 7.2)



Example of restricted content control

In some instances the network operator will not know the age range of OpenHand and will, by default, block the download. Please contact your network provider to have this block temporarily removed.

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